

WHAT IS CLAIMED IS:

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1. An integrated and secure system for
conducting business over the public Internet by
enabling a customer of an enterprise communications
network to command and control the customer's
switched communications connections within the
network over the public Internet and to view the
results of any changes in the customer's connections
over the public Internet, said system comprising:

(a) an object oriented protocol for enabling
encrypted interactive communications between said
system and said customer over the public Internet,
said protocol invoked within said customers web
browser to support encryption, customer
identification, authentication and network
entitlements;

(b) at least one secure web server for
managing secure customer sessions over the public
Internet, said secure server providing session
management for the customer connection, said session
management including customer identification,
validation, entitlements and encryption;

(c) at least one dispatch server for
communicating with said secure web server and a
plurality of system resources, said dispatch server
providing verification of system access and proxy

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generation for said system resources after said customer's entitlements have been verified;

(d) said plurality of system resources including a network manager which manages the routing of the customer's traffic over the communications network, and a view application to review said network traffic, said network manager and said view application responsive to proxy requests from said dispatch server to enable the customer to command and control the communications network resources provided by the enterprise to the customer.

2. The integrated and secure system for conducting business over the public Internet as claimed in Claim 1, wherein said switched communications connections further includes switched voice traffic and said network manager may command and control said switched voice traffic.

SUPC10 3. The integrated and secure system for conducting business over the public Internet as claimed in Claim 2, wherein said switched voice traffic further includes switched toll free voice traffic and said network manager includes a toll free network manager application to command and control the routing of said switched voice traffic.

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5 voice traffic and said view application includes a
6 reporter for generating reports on the switched voice
7 communications in said network traffic.

1 8. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 7, wherein said reporter for
4 generating reports on the switched voice
5 communications in said network traffic includes a
6 real time reporter for generating reports on said
7 network traffic in near real time.

1 9. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 7, wherein said reporter for
4 generating reports on the switched voice
5 communications in said network traffic includes a
6 real time reporter for generating reports on outbound
7 network traffic in near real time.

1 10. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 7, wherein said reporter for
4 generating reports on the switched voice
5 communications in said network traffic includes a
6 reporter for generating history reports on said

7 switched voice communications occurring during
8 preselected periods of time.

1 11. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 7, wherein said reporter for
4 generating reports on the switched voice
5 communications in said network traffic includes a
6 report manager application for enabling a customer to
7 generate reports for a plurality of switched voice
8 communication applications and an in-box manager
9 application for communicating the reports to the
10 customer.

1 12. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 7, wherein said reporter for
4 generating reports on the switched voice
5 communications in said network traffic includes a
6 priced call application for enabling a customer to
7 generate priced reports and invoices for a plurality
8 of switched voice communication applications.

1 13. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 1, wherein said customer's switched
4 communications connections includes switched data

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5 traffic and said view application to view said
6 switched data traffic includes a broadband view
7 application for generating reports on data relating
8 to the switched data traffic.

1 14. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 6, wherein said system includes an
4 in-box application for storing and forwarding reports
5 to the customer on data relating to the customer's
6 switched voice and data traffic.

1 15. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 1, wherein said system includes an
4 event monitor application for storing and forwarding
5 alarms generated with respect to the customer's
6 traffic over the communications network.

1 16. The integrated and secure system for
2 conducting business over the public Internet by
3 enabling a customer of an enterprise communications
4 network to obtain and view reports over the public
5 Internet relating to a plurality of services provided
6 to the customer by the enterprise network, said
7 system comprising:

8 (a) an object oriented protocol for enabling
9 encrypted interactive communications between said
10 system and said customer over the public Internet,
11 said protocol invoked within said customers web
12 browser to support encryption, customer
13 identification, authentication and report
14 entitlements;

15 (b) at least one secure web server for
16 managing secure customer sessions over the public
17 Internet, said secure server providing session
18 management for the customer connection, said session
19 management including customer identification,
20 validation, report entitlements and encryption;

21 (c) at least one dispatch server for
22 communicating with said secure web server and a
23 plurality of system resources, said dispatch server
24 providing verification of system access and proxy
25 generation for said reports after said customer's
26 entitlements have been verified, each of said system
27 resources maintaining data relating to separate
28 communications network services provided to the
29 customer by the enterprise;

30 (d) a report requestor for enabling the
31 customer to request reports from said plurality of
32 system resources provided by the enterprise to the
33 customer, a customer in-box for providing the reports
34 to the customer, and a report viewer for presenting

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35 the reports to the customer, said report requestor,
36 said customer in-box and said reort viewer responsive
37 to proxy requests from said dispatch server to enable
38 the customer to obtain and view reports from data
39 maintained by a plurality of system resources from a
40 single point of customer contact, identification and
41 authentication.


1 17. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 16, wherein said report requestor
4 provides a single tool set for requesting and
5 scheduling reports across a plurality of system
6 resources.

1 18. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 16, wherein said reports are
4 historical reports on the customer's switched voice
5 traffic.

1 19. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 16, wherein said reports are priced
4 call reports on the customer's switched
5 communications connections.

1 20. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 19, wherein said reports are
4 invoices generated with respect to the customer's
5 switched communications connections.

1 21. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 20, wherein said system further
4 includes an electronic fund transfer application to
5 enable payment of the invoices generated with respect
6 to the customer's switched communications
7 connections.

2  22. The integrated and secure system for
3 conducting business over the public Internet by
4 enabling a customer of an enterprise communications
5 network to obtain event reports over the public
6 Internet relating to a plurality of services provided
7 to the customer by the enterprise network, said
8 system comprising:

9 (a) an object oriented protocol for enabling
10 encrypted interactive communications between said
11 system and said customer over the public Internet,
12 said protocol invoked within said customers web
browser to support encryption, customer

13 identification, authentication and report
14 entitlements;

15 (b) at least one secure web server for
16 managing secure customer sessions over the public
17 Internet, said secure server providing session
18 management for the customer connection, said session
19 management including customer identification,
20 validation, report entitlements and encryption;

21 (c) at least one dispatch server for
22 communicating with said secure web server and a
23 plurality of system resources, said dispatch server
24 providing verification of system access and proxy
25 generation for said reports after said customer's
26 entitlements have been verified, each of said system
27 resources maintaining data relating to separate
28 communications network services provided to the
29 customer by the enterprise;

30 (d) an event monitor application for enabling
31 the customer to monitor a plurality of system
32 resources provided by the enterprise to the customer,
33 said event monitor application providing said
34 customer with data necessary to make informed network
35 management decisions with respect to said plurality
36 of system resources from a single point of customer
37 contact, identification and authentication.

1 23. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 22, wherein said event monitor
4 includes a report manager for requesting and
5 scheduling reports on events occurring within the
6 customers switched communication connections.

1 24. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 22, wherein said event monitor
4 includes a report manager for requesting and
5 scheduling reports on events occurring within the
6 customers switched data communication connections.

1 25. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 22 wherein said event monitor
4 provides customer access to a plurality of reports
5 on trouble tickets opened on events occurring within
6 the customers switched communication connections.

1 26. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 22, wherein said system further
4 includes a toll free network manager as one of said
5 plurality of system resources, and said manager

6 provides reports on the customers switched toll free
7 voice connections.

1 27. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 22, wherein said system further
4 includes a call center manager as one of said
5 plurality of system resources, and said call center
6 manager provides reports on the customers switched
7 call center connections.

1 28. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 22, wherein said system further
4 includes an out bound network manager as one of said
5 plurality of system resources, and said outbound
6 network manager providing reports on the customers
7 outbound network calls.

1 29. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 28, wherein said system further
4 includes a single order entry application and an out
5 bound network manager as two of said plurality of
6 system resources wherein said order entry
7 application enables a customer to identify and
8 authenticate a plurality of users with distinct call

entitlements, and to modify said entitlements from a single point of customer identification and authentication, said outbound network manager providing modification of individual users entitlements for outbound network calls in response to entitlements determined by said order entry application.

30. The integrated and secure system for conducting business over the public Internet by enabling a customer of an enterprise communications network to modify the customer's business relationship with the enterprise over the public Internet and to add, delete and modify services provided by the enterprise communications network to the customer, said system comprising:

(a) an object oriented protocol for enabling encrypted interactive communications between said system and said customer over the public Internet, said protocol invoked within said customers web browser to support encryption, customer identification, authentication and network entitlements;

(b) at least one secure web server for managing secure customer sessions over the public Internet, said secure server providing session management for the customer connection, said session

management including customer identification,
validation, entitlements and encryption;

(c) at least one dispatch server for
communicating with said secure web server and a
plurality of system resources, said dispatch server
providing verification of system access and proxy
generation for said interactive communications after
said customer's entitlements have been verified;

(d) said plurality of system resources
including an order entry application which enables
the customer to add, delete and modify services
provided by the communications network to the
customer, and to identify and authenticate a
plurality of users with distinct call entitlements,
and to modify said entitlements from a single point
of customer identification and authentication, said
order entry application responsive to proxy requests
from said dispatch server to enable the customer to
manage the communications network services provided
by the enterprise to the customer.

31. The integrated and secure system for
conducting business over the public Internet as
claimed in Claim 30, wherein said system further
comprises an E-Billing application which enables
electronic business transactions to pay for said
services, said order entry and E-Billing applications

7 responsive to proxy requests from said dispatch
8 server to enable the customer to manage and pay for
9 the communications network services provided by the
10 enterprise.

1 32. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 31, wherein said system further
4 includes a client view application for generating
5 historical reports of data relating to calls by
6 customers users on said communications network.

1 33. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 32, wherein said system enables
4 invoice generation and electronic payment for pre-
5 selected customer user calls over the public
6 Internet.

1 34. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 30, wherein said system further
4 includes a toll free network manager as one of said
5 plurality of resources, and said order entry
6 application enables a customer to identify and
7 authenticate a plurality of users with distinct toll
8 free call routing entitlements, and to modify said

9 toll free call routing entitlements from a single
10 point of customer identification and authentication.

1 35. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 30, wherein said system further
4 includes a call center manager application as one of
5 said plurality of resources, and said order entry
6 application enables a customer to identify and
7 authenticate a plurality of users with distinct call
8 center routing entitlements, and to modify said call
9 center routing entitlements from a single point of
10 customer identification and authentication.

1 36. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 30, wherein said system further
4 includes an event monitor application as one of said
5 plurality of resources.

1 37. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 36, wherein said system further
4 includes a broadband view application for reporting
5 on data communications connections, and said event
6 monitor application reports alarm events occurring

7 with respect said customers data communications
8 connections.

1 38. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 36, wherein said system further
4 includes a service inquiry application for managing
5 trouble tickets generated with respect to said
6 customers communications connections, and said order
7 entry application allows modification of user
8 entitlements with respect to said trouble tickets.

1 39. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 30, wherein said system further
4 includes a real time monitor application as one of
5 said plurality of resources.

1 40. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 31, wherein said system further
4 includes a client view application for generating
5 historical reports of data relating to calls by
6 customers users on said communications network, and
7 said E-Billing application enables electronic fund
8 transfers for payment of said calls by said customer.

1 41. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 40, wherein said system further
4 includes a priced reporting application for
5 generating invoices for said calls.

1 42. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 30, wherein said plurality of system
4 resources includes a network manager which enables
5 command and control of the customer's traffic over
6 the enterprise communications network, and a viewing
7 application to represent said network traffic, said
8 network manager and said viewing application
9 responsive to proxy requests from said dispatch
10 server to enable the customer to command and control
11 the communications network resources provided by the
12 enterprise to the customer.

1 43. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 42, wherein said customer's traffic
4 further includes switched voice traffic and said
5 network manager may command and control said switched
6 voice traffic.

1 44.. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 43, wherein said switched voice
4 traffic further includes switched toll free voice
5 traffic and said network manager includes a toll free
6 network manager application to command and control
7 the routing of said switched voice traffic.

1 45. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 43, wherein said switched voice
4 traffic further includes switched call center voice
5 traffic and said network manager includes a call
6 manager application to command and control the
7 routing of said switched voice traffic between call
8 centers.

1 46. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 43, wherein said switched voice
4 traffic further includes switched toll voice traffic
5 and said network manager includes an outbound network
6 manager to command and control said switched toll
7 traffic.

1 47. The integrated and secure system for
2 conducting business over the public Internet as

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3 claimed in Claim 42, wherein said customer's traffic
4 further includes switched data communications and
5 said viewing application may view data representative
6 of said switched data communications.

1 48. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 42, wherein said customer's traffic
4 further includes switched voice traffic and said
5 viewing application includes a reporter for
6 generating reports on the switched voice
7 communications in said network traffic.

1 49. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 48, wherein said reporter for
4 generating reports on the switched voice traffic in
5 said network traffic includes a real time reporter
6 for generating reports on said network traffic in
7 near real time.

1 50. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 48, wherein said reporter for
4 generating reports on the switched voice traffic in
5 said network traffic includes a reporter for

6 generating history reports on said switched voice
7 traffic occurring during preselected periods of time.

1 51. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 48, wherein said reporter for
4 generating reports on the switched voice
5 communications in said network traffic includes a
6 report manager application for enabling a customer to
7 generate reports for a plurality of switched voice
8 traffic applications and an in-box manager
9 application for communicating the reports to the
10 customer.

1 52. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 48, wherein said reporter for
4 generating reports on the switched voice traffic in
5 said network traffic includes a priced call
6 application for enabling a customer to generate
7 priced reports and invoices for a plurality of
8 switched voice traffic applications.

1 53. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 47, wherein said viewing application
4 to view said switched data communications includes a

5 broadband view application for generating reports on
6 data relating to the switched data communications.

1 54. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 47, wherein said system further
4 includes an in-box application for storing and
5 forwarding reports to the customer on data relating
6 to the customer's switched data communications.

1 55. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 47, wherein said viewing application
4 includes an event monitor application for storing and
5 forwarding reports on alarm reports generated with
6 respect to the customer's switched data
7 communications.

1 a SUBC 127 An 56. The integrated and secure system for
2 conducting business over the public Internet by
3 enabling a customer of an enterprise communications
4 network to modify the customer's switched voice
5 communications connections within the network over
6 the public Internet and to monitor the results in
7 near real time over the public Internet, said system
8 comprising:

9 (a) an object oriented protocol for enabling
10 interactive communications between said system and
11 said customer over the public Internet, said protocol
12 invoked within said customers web browser to support,
13 customer identification, authentication and network
14 entitlements;

15 (b) at least one secure web server for
16 managing secure customer sessions over the public
17 Internet, said secure server providing session
18 management for the customer connection, said session
19 management including customer identification,
20 validation, entitlements and encryption;

21 (c) at least one dispatch server for
22 communicating with said secure web server and a
23 plurality of system resources, said dispatch server
24 providing verification of system access and proxy
25 generation for said interactive communications after
26 said customer's entitlements have been verified;

27 (d) said plurality of system resources
28 including a toll free network manager which manages
29 the routing of the customer's toll free voice traffic
30 over the communications network, and a real time
31 monitor which provides near real time monitoring of
32 network traffic, said network manager and said real
33 time monitor responsive to proxy requests from said
34 dispatch server to enable the customer to manage the

35 communications network resources provided by the
36 enterprise to the customer in near real time.

1 57. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 56, wherein said system further
4 includes a single order entry application as one of
5 said plurality of system resources, wherein said
6 order entry application enables a customer to
7 identify and authenticate a plurality of users with
8 distinct toll free call manager entitlements, and to
9 modify said entitlements from a single point of
10 customer identification and authentication.

1 58. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 57, wherein said system further
4 comprises an E-Billing application which enables
5 electronic business transactions to pay for said
6 services, said order entry and E-Billing applications
7 responsive to proxy requests from said dispatch
8 server to enable the customer to manage and pay for
9 the communications network services provided by the
10 enterprise.

1 59. The integrated and secure system for
2 conducting business over the public Internet as

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3 claimed in Claim 56, wherein said system further
4 includes a client view application for generating
5 historical reports of data relating to calls by
6 customers users on said communications network.

1 60. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 56, wherein said system enables
4 invoice generation and electronic payment for pre-
5 selected customer user calls over the public
6 Internet.

1 a 61. ^A~~The~~ integrated and secure method for
2 conducting business over the public Internet by
3 enabling a customer of an enterprise communications
4 network to command and control the customer's
5 switched communications connections within the
6 network over the public Internet and to monitor the
7 results in near real time over the public Internet,
8 said system comprising:

9 (a) enabling interactive communications
10 between said system and said customer over the public
11 Internet with an object oriented protocol invoked
12 from within said customer's web browser, said
13 protocol supporting customer identification,
14 authentication and a determination of network
15 entitlements for the customer;

16 (b) managing a plurality of customer sessions
17 over the public Internet with a secure web server,
18 said secure web server providing session encryption
19 and management of the customer's session, said
20 session management including the steps of
21 identifying, validating, and determining the
22 customer's entitlements within the network;

23 (c) communicating with a plurality of system
24 resources through dispatch server, said dispatch
25 server communicating with said secure web server and
26 providing verification of system access and proxy
27 generation for said interactive communications after
28 said customer's entitlements have been verified;

29 (d) managing a plurality of enterprise system
30 resources for the customer, said resources including
31 a toll free network manager which manages the routing
32 of the customer's toll free voice traffic over the
33 communications network, and a real time monitor which
34 provides near real time monitoring of network
35 traffic;

36 (e) converting a customer request to modify a
37 routing plan to a proxy request for said toll free
38 network manager and providing near real time
39 monitoring of the customers's voice traffic to enable
40 the customer to manage the communications network
41 resources provided by the enterprise to the customer
42 in near real time.

62. The integrated and secure method for conducting business over the public Internet as claimed in Claim 61, wherein said method further includes entering customer orders through a single order entry point of authorization to enable the customer to identify and authenticate a plurality of users, with each user having distinct toll free call routing entitlements, and to modify said entitlements from said single point of customer identification and authentication.

63. The integrated and secure method for conducting business over the public Internet as claimed in Claim 62, wherein said method further includes enabling payment with an E-Billing application, said order entry and E-Billing applications responsive to proxy requests from said dispatch server to enable the customer to manage and pay for the communications network services provided by the enterprise.

64. The integrated and secure method for conducting business over the public Internet as claimed in Claim 61, wherein said method further includes the step of generating historical reports of data relating to calls by customers users on said

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communications network with a client view application.

65. The integrated and secure method for conducting business over the public Internet as claimed in Claim 61, wherein said method includes the step of generating electronic invoices and electronically transmitting funds to pay for pre-selected customer user calls.

66. The integrated and secure method for conducting business over the public Internet which enables a customer of an enterprise communications network to modify the customer's business relationship with the enterprise over the public Internet and to add, delete and modify services provided by the enterprise communications network to the customer, said method comprising:

(a) enabling encrypted interactive communications between said system and said customer over the public Internet with an object oriented protocol, said protocol invoked within said customers web browser to support encryption, customer identification, authentication and network entitlements;

(b) managing secure customer sessions over the public Internet with at least one secure web

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18 server, said secure server providing session
19 management for the customer connection, said session
20 management including customer identification,
21 validation, entitlements and encryption;

22 (c) communicating with said secure web
23 server and a plurality of system resources with at
24 least one dispatch server, said dispatch server
25 providing verification of system access and proxy
26 generation for said interactive communications after
27 said customer's entitlements have been verified;

28 (d) providing a plurality of system resources
29 for the customer, said plurality including an order
30 entry application which enables the customer to add,
31 delete and modify services provided by the
32 communications network to the customer, and to
33 identify and authenticate a plurality of users with
34 distinct call entitlements, and to modify said
35 entitlements from a single point of customer
36 identification and authentication.

1 67. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 66, wherein said method further
4 comprises the step of enabling electronic payment for
5 said plurality of system resources with an E-Billing
6 application, said order entry and E-Billing
7 applications responsive to proxy requests from said

8 dispatch server to enable the customer to
9 electronically manage and pay for the communications
10 network services provided by the enterprise.

1 68. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 66, wherein said method further
4 includes the step of generating historical reports of
5 data relating to calls by customers users on said
6 communications network with a client view
7 application..

1 69. The integrated and secure system for
2 conducting business over the public Internet as
3 claimed in Claim 66, wherein said method further
4 includes the steps of generating invoices and
5 enabling electronic payment for pre-selected customer
6 user calls over the public Internet.

1 70. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 66, wherein said method further
4 includes the step of providing a toll free network
5 manager application as one of said plurality of
6 system resources to enable the customer to change
7 toll free routing entitlements from said single point
8 of customer identification and authentication.

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1 71. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 66, wherein said method further
4 includes the step of providing managing calls to a
5 call center with a call center manager application as
6 one of said plurality of system resources, and said
7 order entry application enabling a customer to
8 identify and authenticate a plurality of users with
9 distinct call center routing entitlements, and to
10 modify said call center routing entitlements from
11 said single point of customer identification and
12 authentication.

1 72. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 66, wherein said method further
4 includes the step of providing an event monitor
5 application as one of said plurality of system
6 resources.

1 73. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 72, wherein said method further
4 includes the step of reporting on data communications
5 connections with a broadband view application.

1 74. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 66, wherein said method further
4 includes the step of managing trouble tickets
5 generated with respect to said customers
6 communications connections with a service inquiry
7 application, and said order entry application
8 providing modification of user entitlements with
9 respect to said trouble tickets from said single
10 point of customer identification and authentication.

1 75. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 66, wherein said method further
4 includes the step of monitoring communications
5 traffic utilized by the customer with a real time
6 monitor application as one of said plurality of
7 system resources.

1 76. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 66, wherein said method further
4 includes the step of generating historical reports of
5 data relating to calls by customers users on said
6 communications network with a client view
7 application.

1 77. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 76, wherein said method further
4 includes the step of generating invoices for said
5 calls with a priced reporting application and
6 enabling electronic fund transfers with for payment
7 of said calls with an E-Billing application.

1 78. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 66, wherein said method includes the
4 steps of providing a plurality of applications for
5 the command and control of the customer's
6 communications traffic over the enterprise
7 communications network, and viewing said
8 communications traffic with a reporting application.

1 79. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 78, wherein said customer's
4 communications traffic further includes switched
5 voice traffic and a network manager application is
6 provided for said command and control step.

1 80. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 79, wherein said switched voice

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4 traffic further includes switched toll free voice
5 traffic and said network manager includes a toll free
6 network manager application to command and control
7 the routing of said switched voice traffic.

1 81. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 79, wherein said switched voice
4 traffic further includes switched call center voice
5 traffic and said network manager includes a call
6 manager application to command and control the
7 routing of said switched voice traffic between call
8 centers.

1 82. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 79, wherein said switched voice
4 traffic further includes switched toll voice traffic
5 and said network manager includes an outbound network
6 manager to command and control said switched toll
7 traffic.

1 83. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 78, wherein said customer's
4 communications traffic further includes switched data
5 communications and said method includes the step of

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6 viewing data representative of said switched data
7 communications.

1 84. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 78, wherein said customer's
4 communications traffic further includes switched
5 voice traffic and said method further includes
6 generating reports on the switched voice traffic with
7 a report generator application.

1 85. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 84, wherein said step of generating
4 reports on the switched voice traffic in said network
5 traffic includes a real time reporter for generating
6 reports on said network traffic in near real time.

1 86. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 84, wherein said step of generating
4 reports on the switched voice traffic in said network
5 traffic includes a reporter for generating history
6 reports on said switched voice traffic occurring
7 during preselected periods of time.

1 87. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 84, wherein said step of generating
4 reports on the switched voice communications in said
5 network traffic includes a report manager application
6 for enabling a customer to generate reports for a
7 plurality of switched voice traffic applications and
8 the step of storing said report with an in-box manager
9 application which communicates the reports to the
10 customer.

1 88. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 84, wherein said step of generating
4 reports on the switched voice traffic in said network
5 traffic includes a priced call application for
6 enabling a customer to generate priced reports and
7 invoices for a plurality of switched voice traffic
8 applications.

1 89. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 83, wherein said step of viewing
4 said switched data communications is conducted with a
5 broadband view application which generates reports on
6 data relating to the switched data communications.

1 90. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 89, wherein said method further
4 includes storing and forwarding reports to the
5 customer on data relating to the customer's switched
6 data communications with an in-box application.

1 91. The integrated and secure method for
2 conducting business over the public Internet as
3 claimed in Claim 90, wherein said viewing step
4 includes storing and forwarding reports on alarm
5 reports generated with respect to the customer's
6 switched data communications with an event monitor
7 application.

92. An integrated and secure system for
conducting business over the public Internet by
enabling a reseller of an enterprise communications
services to brand those services as those of the
reseller over the public Internet for resale to a
third party customer, said system comprising:

(a) an object oriented protocol for enabling
encrypted interactive communications between said
system and said third party customer over the public
Internet, said protocol invoked within said third
party customer's web browser to support encryption,
third party customer identification, authentication
and entitlements;

(b) at least one secure web server for managing secure third party customer sessions over the public Internet, said secure server providing session management for the third party customer connection, said session management including third party customer identification, validation, entitlements and encryption;

(c) at least one dispatch server for communicating with said secure web server and a plurality of system resources, said dispatch server providing verification of system access and proxy generation for said reports after said third party customer's entitlements have been verified, each of said system resources maintaining data relating to separate communications network services provided to the third party customer by the reseller of the enterprise resources;

(d) a plurality of applications for enabling access to said system resources, each application having a backplane class for invocation within the third party customer's web browser to manage one or more company brands that may be presented by the application to the web browser of the third party customer, one of said one or more company brands representing a brand adopted by said reseller of communications services, to enabling the reseller of

communication services to represent said plurality of system resources as its own.

93. The integrated and secure system for conducting business over the public Internet as claimed in Claim 16, wherein said reports are generated in real time with respect to the customer's switched communications connections by a real time monitor application.

94. The integrated and secure system for conducting business over the public Internet as claimed in Claim 16, wherein said switched communications includes voice traffic, and said reports are generated in real time with respect to the customer's switched communications connections by a real time monitor application.

95. The integrated and secure system for conducting business over the public Internet as claimed in Claim 30, wherein said single point of customer contact provides a click and connect dial up connection to a customer service representative of the enterprise.

ADD B.17